NETWORK MANAGER REPORT

JULY 2008

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

July was a very busy month for AI with license renewal season clearly in view. AI completed updates to five of the current applications in preparation for 2008 fall renewal season. In addition to these updates, AI launched one new application to production, and launched one new internal application. Year-to-date, AI has launched 32 updates and 14 new applications.

Highlights for the month were:

- AI launched a license renewal for the Alabama Board of Court Reporting. The new application provides a way for court reporters across the state of Alabama to renew and pay for their annual license online.

- Several updates were completed for the Alabama Real Estate Appraisers Board renewal application. Continuing Education was removed from the application as it is only required every two years. The address information gathered was expanded to three separate addresses per user. The other major change was to update the application so inactive trainees are not required to provide mentor information, as one is not required by the board.

- The number of subscribers for the Alabama Criminal Justice Information Center (ACJIC) subscription increased by 29 active subscription accounts in the month of July, bringing the total number to 88. There have been a total of 856 history searches completed using this system since this application went live in April of this year.

- An update was completed for 2008 license renewal application for the Alabama Board of Physical Therapy. The board received a tremendous response from licensees last year and looks forward to the continued growth in online renewals.

- AI completed an update for the Alabama State Board of Auctioneers license renewal application. This application allows auctioneers and apprentices to renew their licenses online.

- AI attended a meeting with the Alabama Manufactured Housing Commission to discuss potential online services. The discussion included the possibility of AI developing an online system for purchasing the insignia stickers which are required for approved home designs in the state of Alabama.

- Internal discussion between AI and the Alabama State Treasury's office, PACT Program Manager began this month. The discussions consisted of a potential application designed to automate, and move online, the entire PACT program from application to payment.

Marketing

Throughout the month of July, Alabama Interactive capitalized on the opportunity to notify its constituents of two exciting new services. The first of these opportunities being a Secretary of State Marketing Flyer included in the September issue of The Alabama Lawyer magazine. This flyer highlights the new UCC Searches system. This service will allow users to search UCC's by filing number, debtor or secured party, current or lapsed status and maintain a search history.

The second opportunity was a flyer in the Montgomery Chamber of Commerce's monthly newsletter. This flyer gives a brief description of AI and its role in Alabama's eGovernment. The flyer lists the services offered by AI and how to access them. It also highlights new services that will soon be available to new and existing AI subscribers such as Cosmetology Verification, Abandoned Vehicles Titles, Automobile Lien Filings and more.

Customer Service

Although July was a more routine month regarding customer service calls and emails, the team has kept busy in preparation of the renewal season. The Customer Service team has taken extra steps this year, working toward the renewal season, to ensure every concern and question is resolved well before the renewal season kicks off. The team is responsible for answering questions and giving assistance based on technical difficulties, billing, and general questions.

Development

The AI Dev-Share team had two meetings during the month of July. During the first meeting the team discussed moving the Alabama Real Estate Commission applications to the new VM servers to be used in production. These applications are now in production on the new VM servers and there are plans to begin migrating additional applications over to these new servers.

During the second meeting the development team continued discussion to transfer additional applications to the new VM servers. Each developer updated the team of the status of the VM servers and how the applications were responding. Project management updates and the status of our current project queue was also evaluated.

Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online.	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama.	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow constituents to pay their IFTA license payments online.	02/22/2008
Alabama Heating and Air Conditioning Board	Exam Application	This application will allow for constituents to apply for their exam online.	02/20/2008
Alabama Department of Revenue	Vehicle Information Number (VIN) Check	This application will allow for constituents to obtain limited title information online.	02/22/2008
Alabama Secretary of State	Farm Filings	This application will allow for constituents to submit UCC-1F filings online.	03/01/2008
Alabama State Bar Association	Section Membership Renewal	Allows members to complete their section membership renewal	04/11/2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama Criminal background checks of all arrest, court and traffic records	04/14/2008
Alabama State Bar Association	Convention Registration	Allow members to complete annual convention registration online	04/24/2008
Alabama Dept of Environmental Management	Merchant Service	Allows users to pay for hazardous waste permits online.	05/16/2008

Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow corporations to renew their expired inactive licenses online.	05/30/2008
Alabama Dept of Economics and Community Affairs	Merchant Service	Allows buyers to purchase surplus property via credit card at live auctions.	05/29/2008
Alabama Alcoholic Beverage Control Board	License Renewal	Allow licensees to renew online.	06/23/2008
Alabama Board of Court Reporting	License Renewal	Allows court reporters to renew their licenses online.	07/30/2008

Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods.	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system.	01/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application.	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application.	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script.	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes.	01/10/2008

Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application.	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008
Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications.	02/20/2008
Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application.	02/26/2008
Alabama Department of Insurance	Merchant Services	Added e-check image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application.	02/26/2008
Alabama Department of Mental Health and Retardation	Intranet Report	Update to the existing case mgr training application which provides exam results and dates of completion for the department.	03/21/2008
Alabama Board of Interpreters and Transliterators	License Renewal	Update to existing renewal application that includes a PDF receipt certificate.	03/13/2008
Alabama Department of Revenue	Vehicle Information Check	Update to allow users to subscribe to this service.	03/20/2008
Alabama Real Estate Commission	License Renewal	Update to existing license renewal application for 2008 renewals.	03/14/2008
Alabama Department of Conservation	Magazine Sales	Update to existing application page layout to display images of the magazine cover.	03/25/2008

Alabama Board of Chiropractic Examiners	License Renewal	Update to existing application to include the ownership type.	03/31/2008
Alabama Department of Conservation and Natural Resources	Web Service Report	This application will allow for county probates to view reports for hunting and fishing licenses.	03/10/2008
Alabama Department of Conservation and Natural Resources	License Sales	Allow driver's license to be validated on hunting/fishing license sales.	04/14/2008
Alabama Farmer's Market Authority	Shopping Cart	Added additional items to their shopping cart application.	04/23/2008
Alabama Real Estate Commission	License Renewals	Update to the existing application.	05/27/2008
Alabama Board of Accountancy	License Renewal	Update to the import and export script.	05/14/2008
Alabama Forestry Commission	License Renewals	Update to the existing renewal application.	06/30/2008
Alabama Board of Cosmetology	License Renewal	Update to existing renewal application allowing salon licensees to renew multiple license types online.	06/16/2008
Alabama Home Medical Equipment Service Provider	License Renewal	Added PDF receipt to the existing application	07/01/2008
Alabama Department of Conservation and Natural Resources	Becoming Outdoor Woman (BOW) Registration	Update to include fall sessions for BOW	07/30/2008
Alabama Real Estate Appraisers Board	License Renewals	Update to the existing renewal application.	07/31/2008
Alabama Board of Physical Therapy	License Renewals	Update to the existing renewal application.	07/31/2008
Alabama State Board of Auctioneers	License Renewals	Update to the existing renewal application.	07/31/2008

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	Initial Business Privilege Tax	Allow users to complete the initial privilege tax online	This application is in agency testing.	March 2008
Alabama Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in agency testing.	April 2008
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	This application is on hold by the agency.	January 2008
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows users to search titles online	This application is in agency testing.	May 2008
Alabama State Veterinary Medical Board	Technician License Renewal	Allows technicians to renew their license online	This application is in internal testing.	October 2008
Alabama State Veterinary Medical Board	Faculty License Renewal	Allows facilities licenses to be renewed online	This application is in internal testing.	October 2008
Alabama Development Office	Industry Records Sales	Intranet Report for subscribers and interactive users selling industry records	This application is in agency testing	October 2008
Alabama Alcoholic Beverage Control Board	Merchant Service	Intranet Report for subscribers and interactive users selling industry records	This application is in agency testing	October 2008

In Development …

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008
Alabama Department of Revenue	Motor Vehicles, Form 04	Allow lien holder filings to be submitted online	This application is in development	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allow users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Board of Examiners of Landscape Architects	License Renewal	Allow users to renew their license online	This application is in the pre-project phase	October 2008
Alabama Board of Court Reporting	Initial License	Allow users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Board of Respiratory Therapy	Initial License	Allows users to apply for license online	This application is in development	July 2008
Alabama Alcoholic Beverage Control Board	Merchant Service	Allow purchases and additional reporting features	This application is in development	September 2008
Alabama Department of Public Health	Child Health IVR Solution	Allow users to make AllKids payment via phone	This application is in development	TBD
Alabama Department of Revenue	Motor Vehicles. Form 02	Allow users to pay for initial title replacements online	This application is in development	October 2008
Alabama Plumbers and Gas Fitters Examining Board	License Renewal	Allow users to apply for license online	This application is in development	October 2008

Agency	Application	Description	Status	Target Date
Alabama Department of Child Abuse and Neglect Prevention	Children's Trust Fund Payment Portal	Allow users to make payments online	This application is in the pre-project phase.	TBD
Alabama Board of Cosmetology	Group Verification	Allow users to have access to group verification online	This application is in development	October 2008
Alabama Department of Corrections	Inmate Canteen	Allow payments for online inmate canteen	This application is in the pre-project phase.	October 2008
Alabama Ethics Commission	Lobbyist Registration	Allow lobbyist to register online	This application is in development	September 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre	October 2008
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre	October 2008

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Board of Nursing	RN License Renewal for 2008	Allow licensees to renew online	This application is in development.	TBD
Alabama Home Builders Licensure Board	License Renewal	Update to current license renewal	This application is in the pre-project phase.	October 2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding additional data sources	This application is in the pre-project phase.	TBD
Alabama Board of Engineers and Land Surveyors	License Renewal	Update to add CE's to current application.	This application is in development.	October 2008

Alabama Department of Conservation and Natural Resources	Hunting/ Fishing	Update to current license application	This application is in development.	September 2008
Alabama Board of Architects	License Renewal	Update to current license renewal	This application is in development.	August 2008
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in development	September 2008
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in development.	September 2008
Alabama Secretary of State	UCC Filings	Update to allow batch file for UCC web service	This application is in development	September 2008
Alabama State Motor Pool	State Vehicle Reservation	Update to add PIN field	This application is in development.	September 2008

SERVICE REQUESTS

Service Request #178
Alabama Ethics Commission – Lobbyist Registration
Alabama Interactive requests and recommends that this service for the Alabama Ethics Commission is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

Service Request #179
Alabama Alcoholic Beverage Control Board – Initial License
Alabama Interactive requests and recommends that this service for the Alabama Alcoholic Beverage Control Board is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

Service Request #180
Alabama Department of Revenue – Auto Dealers License Renewal/Initial
Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

Service Request #181
Alabama State Board of Social Work Examiners – Exam
Alabama Interactive requests and recommends that this service for the Alabama State Board of Social Work Examiners is added to the network. The online application will be a convenience fee service and will be developed at no cost to the board.

MONTH IN REVIEW

July Financial Report (Alabama Interactive)

Total July AI Network Transactions	198,783
Average Successful Request per Day:	6,412
Total July alabama.gov Visitors:	297,045
Total July alabama.gov Page Views:	1,152,730
Total July alabama.gov Chats or Offline Messages from Live Help:	856

OPERATIONS & ADMINISTRATION

Alabama Interactive lost a project manager during the month of July. Bart Castleberry has left the company to pursue other personal and entrepreneurial opportunities. We plan to move quickly to fill the open position with a senior project manager.

AI has filled the open developer position with the current summer intern. Corey Robinson has two semesters left to earn his degree in computer science and will join AI full time in December. With so many service requests and an ever growing list of enhancements, additional staff is important to staying ahead of the development curve. Year over year, the AI internship program proves to be beneficial for both the company and the students.

OTHER BUSINESS/IN CLOSING

In closing, July brought an end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright